THE MINISTER OF STATE IN THE DEPARTMENT OF EDUCATION IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (SHRI L. P. SHAHI) : (a) to (c) For recruitment of teachers in Kendriya Vidyalayas, Kendriya Vidyalaya Sangathan draws up a select panel larger than the declared number of vacancies. Number of candidates called for interview is in the ratio of 1:8: The cut off marks are determined accordingly.

Reduction in age of superannuation of employees of the Kendriya Vidyalaya Sangathan

184. PROF. C. LAKSHMANNA: SHRI ASHOK NATH VERMA :

Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state :

(a) whether it is a fact that applications were invited some months back by Kendriya Vidyalaya Sangathan for some posts of Principals ;

(b) if so, whether the advertisement indicated that the super-annuati on age of the candidates selected for the said post would be sixty years ;

(c) whether it is also a fact that after selection of candidates was over, Sangathan is considering proposal to reduce the superannuation age of teachers, Principals and also of non-teaching staff of Kendriya Vidyalaya Sangathan from 60 to 58 years ; and

(d) if so, what are the reasons and justification therefor?

THE MINISTER OF STATE IN THE DEPARTMENT OF EDUCATION IN THE MINIS TRY OF HUMAN RESOURCE DEVELOPMENT (SHRI L. P. SHAHI): (a) Yes, Sir. Applications were invited in July, 1988.

(b) No, Sir.

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(c) and (d) No such orders have been issued.

Alleged Arms aid to Chakmas by India

185. SHRI DEBA PRASAD RAY : Will the Minister of EXTERNAL AFFAIRS be pleased to state :

(a) whether Bangladesh Government have charged India of providing arms aid to Chakmas of Bangladesh who are fleeing that country and crossed into India in thousands ; and

(b) what is Government's reaction thereto ?

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHR K. NATWAR SINGH) : (a) Government are not aware of any specific allegation by the Bangladesh Government about Bangladeshi Chakmas receiving arms from India.

(b) Any such allegation would be completely baseless.

Computerised check in facility for airbus passengers at Delhi Airport

186.SHRI D.B. CHANDRE GOWDA: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether Indian Airlines launched a computerised check-in facility for its airbus passengers at Delhi Airport;

(b) if so, whether Government propose to launch similar facilities at other airports also; and

(c) if so, what are the details thereof and by when such facility is likely to be provided at the Bangalore airport?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION AND TOURISM

(SHRI SHIVRAJ PATIL): (a) Yes. Sir.

(b) Yes, Sir.

(c) The computerised check-in facility will be provided by Indian Airlines by the end of the year at Madras, Bombay, Calcutta, Hyderabad and Bangalore airports as well.

Steps to minimise complaints from Indian Airlines passengers

187. SHRI D.B. CHANDRE GOWDA:
SHRI SURESH PACHOURI:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether Government have recently taken some steps to minimise complaints from passengers availing Indian Airlines facilities; if so, what are the details thereof;

(b) the number and nature of complaints received during the last one year by the Indian Airlines; and

(c) what steps Government have taken or propose to take to remove such complaints ?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION AND TOURISM (SHRI SHIVRAJ PATIL): (a) and (c) With a view to minimising the number of complaints against Indian Airlines and as a part of the Airlines' renewed emphasis on improved passenger handling, the top management has initiated a series of meetings with all field level managers to chalk out operational strategy. Particular emphasis is being laid on staff behaviour, proper vigil against theft and pilferage, timely and accurate flight information, quicker baggage delivery quality of inflight means etc.

(b) During the year 1988, Indian Airlines received 4430 complaints. The areas and the number of complaints received are as follows:—

Reservation related complaints .	226
Airport Handling . . .	1005
Inflight Service ...	160
Staff behaviour ...	130
Delay in flights . . .	494
Catering	805
Baggage mishandling . .	467
Cargo mishandling . .	865
Miscell neous . . .	278
TOTAL . .	4430

केन्द्रीय विद्यालय प्राचार्य मंच के पदाधिकारी

188. **श्री सत्य प्रकाश मालवीय :** क्या मानव संसाधन विकास मंत्री यह बताने की कृपा करेंगे कि :

(क) केन्द्रीय विद्यालय प्राचार्य मंच के वर्तमान पदाधिकारियों के नाम और पते क्या क्या हैं ।

(ख) क्या प्राचार्य मंच के किसी पदाधिकारी को उसी प्रकार नई दिल्ली में नियुक्त अथवा स्थानान्तरित किया गया है जिस प्रकार केन्द्रीय विद्यालय संगठन द्वारा उसके मान्यता प्राप्त संघों के अध्यक्ष और महामंत्री को केन्द्रीय विद्यालय संगठन के मुख्य कार्यालय, नई दिल्ली में नियुक्त या स्थानान्तरित किया जाता है , और

(ग) इस दिशा में केन्द्रीय विद्यालय संगठन ने क्या-क्या कदम उठाये हैं अथवा उठाने का विचार रखता है ?

मानव संसाधन विकास मंत्रालय में शिक्षा विभाग में राज्य मंत्री (श्री एल०पी० साही) : (क) केन्द्रीय विद्यालय संगठन के अभिलेखों के अनुसार केन्द्रीय विद्यालय प्रधानाचार्य मंच के वर्तमान पदाधिकारियों